2013 City of Austin
Google Fiber Community Connections Program
Application and Instructions

Google has announced plans to bring Google Fiber to Austin residents. The plan calls for building an ultra, high speed broadband network with Internet speeds of one gigabit per second, up to 100 times faster than normal to Austin's homes.

Google has agreed to provide up to 100 sites with broadband Internet services through its fiber network free of charge until April 8, 2023 in addition to City Hall and the new Central Library. These Community Connections will be to public or non-profit sites in the City of Austin that provide access and services directly to Austinites through what is being called the Community Connections program. Under the agreement with Google Fiber, the City of Austin will create the proposed list of sites for the program.
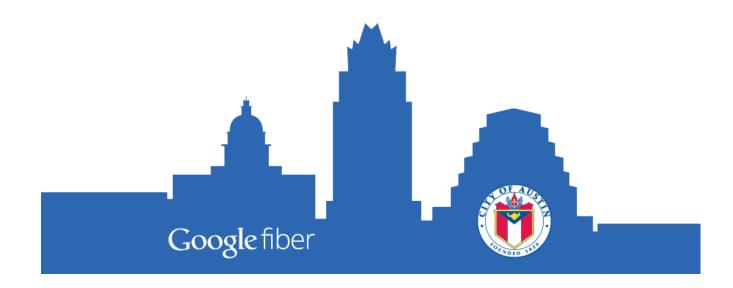
It is the City Council's goal to ensure an application and selection process that is transparent, available to all, and utilizes a clear set of selection criteria adopted by the City Council. Community Connections aims to provide fiber speed internet access directly to the public and will serve for innovation and digital inclusion, resulting in advancements unique to Austin's spirit.

Attached is the Community Connections Site Application, which is due by September 30, 2013.

Please direct questions to the City's Telecommunications & Regulatory Affairs Office at digital.inclusion@austintexas.gov or 512-974-2999.

For more information and application: austintexas.gov/digitalinclusion

Thank you for your consideration.

Community Connections Site Selection Application Form

The City of Austin will propose **100** public or non-profit organizations to receive Google Fiber connections at their locations.

Application Packet

In order to be considered for selection, please submit the following items:

- **General Application Form.** Complete this form (ensuring that it is signed and dated.

- **Criteria Form. Complete this form as fully as possible.** If the organization offers services at more than one location, the applicant should complete the Criteria Form for each location and prioritize the single location that will benefit the most from having a gigabit of service.

Application Submission

All applications are due in the Office of Telecommunications & Regulatory Affairs (TARA) before **4:45 p.m. on Monday, September 30, 2013**. Late applications will not be considered.

Submissions may be submitted by email or snail mail to:
Email: digital.inclusion@austintexas.gov
Address: City of Austin - Municipal Building -124 W. 8th Street, Suite 210, Austin, Texas 78701
Phone: 512.974.2999

Application Review Process

Community Applications
- August 26, 2013 - Community Site Applications Available
- September 30, 2013 - Deadline for Site Applications for Community Connections
- October 1-31, 2013 - Staff Review & Assessment

Site List Adoption
- November 6 , 2013 – Community Tech & Telecommunications Commission - Discussion & Input
- November 13, 2013 – Emerging Technology & Telecommunications Council Committee - Discussion & Recommendation to Council
- November 21, 2013 - Council Discussion & Adoption of Community Connection Site List
- End of 2013 - Google Fiber requested deadline for Community Connection Site List from City

Privacy Statement
This information is being collected and will be used to assist in determining your organization's eligibility and qualification for receiving a community connection on the City's proposed site list. This information provided may be published by the City.   Any information collected, assembled, or maintained by or for a governmental body is subject to the Public Information Act.

Community Connections General Application Form
(Please complete this portion of application only once per organization if submitting for multiple sites)

General Application Form

Applicant Organization Name: **Austin Free.Net**

Alias/DBA: **AFN**

Program Name for Google Fiber Connection: Google Speed

Organization Mission and Purpose:

Austin Free-Net provides technology training and access to the community, fostering skills that enable people to succeed in a digital age. Our computer labs and classes are open to all; our focus is on underserved communities. The knowledge we offer helps people obtain jobs, improve their lives, and participate as active citizens. Austin Free-Net is a 501(c)3 nonprofit Corporation operating in the State of Texas.

Organization Website: www.austinfree.net

Contact Name: Juanita Budd

City: Austin	**State: TX**	**Zip: 78702**
Phone: 512-236-8225 X 10	**Email:** Juanita.budd@austinfree.net	

Location(s) applying for site selection (including physical address of location) and how long your organization plans on being at each location:

2209 Rosewood Ave, Austin, TX 78702   14 years at current location

Type of Organization:	**X Non-Profit**	☐ Public Entity

Number of years in operation: **18 years (1995)**	**Number of employees at location: nine (9)**

Community Connections Criteria Form
(Please complete this portion of application once for organization in an electronic document and please explain each response, 1000 words maximum per response, please)

Criteria Form

<u>Organization</u>

1. What is your agency's vision? (*response required for all agencies*)

   The agency vision is to help the underserved achieve digital literacy to become independent computer users and enhance every aspect of their daily lives, and ability to increase their full potential as employees and active contributors to the community.

2. What is your agency's mission and purpose? (*response required for all agencies*)

   Austin Free-Net provides technology training and access to the community, fostering skills that enable people to succeed in a digital age. Our computer labs and classes are open to all; our focus is on underserved communities. The knowledge we offer helps people obtain jobs, improve their lives, and participate as active citizens. Austin Free-Net is a 501(c)3 nonprofit Corporation operating in the State of Texas.

3. Please list your organization's affiliations, community partnerships, certifications, and/or accreditations. (*response required for all agencies*)

   Austin Independent School District
   Austin Resource Center for the Homeless (ARCH)
   Awardee   Broadband Technology Opportunity Program Grant
   Boys & Girls Club of Austin
   Capital Area Workforce
   City of Austin - Austin Community Technology Initiative & GTOP
   Conley-Guerrero Senior Activity Center
   Foundation Communities
   Goodwill Community Center
   Greenlights For Nonprofits
   Hammill Foundation
   I Live Here, I Give Here
   IBM
   Lola Wright Foundation
   LBJ school of Public Affairs
   Literacy Coalition of Central Texas – member
   Lyons Gardens Senior Housing Community
   National Telecommunications & Information Administration- US Department of Commerce –
   National Network of the Libraries of Medicine

Nonprofit Technology Network (NTEN) – member
Oak Springs Villas
One Voice of Central Texas – member
Palm Square Community Center
Rosewood Zaragosa Neighborhood Center
South Austin Neighborhood Center
Shields Ayers Foundation
St. John's Neighborhood Center
Technology For All
Texas Association for Nonprofit Organizations- TANO
Texas State-wide task Force for nonprofits
Travis County Health & Human Services
Texas State Libraries
Trinity Center
University of Texas
US Department of Commerce

4. What is the total number of unduplicated clients served by your organization at this location last fiscal year? (*response required for non-profit agencies only*)

Austin Free-Net Headquarters -DeWitty Center 2000

5. Briefly provide an overview of your organization and the services it offers. (*response required for all agencies*)
A nonprofit corporation established in 1995, Austin Free-Net (AFN) helps community organizations launch free Internet access sites for the public. AFN provides technical expertise, services, and equipment to community organizations, to build computer labs that are technologically and economically self-sustaining over time.

New technology promises an opportunity for all, but only on an equal playing field, with equal access to information, education, and involvement in the community. Anyone that has the desire should be able to access the Internet to improve their lives and contribute to society.

With these facts in mind, Austin Free-Net exists to make equal access to computing resources a reality.
Public Computer Access & Training
Our labs are located in over 30 areas in Greater Austin. Our clients receive quality training in computer skills, resume writing, job search, benefits, and more.
Customized Trainings
We've worked with AISD, B&G Clubs of Austin, ABC, ARCH Austin Resource Center for the Homeless & Trinity Homeless Shelter to customize training suitable for each client's need.
 Technology Certification Prep class
Individuals interested in preparing for A+ and Network+ certification can enroll in our affordable Technology Certification Prep Class. Our labs are also equipped to assist clients in performing online tests.
FIX-NET Technical Support Services
Fix-Net is designed to provide area nonprofits, community and faith-based organizations and public agencies with affordable, dependable, and professional IT support at budget-friendly rates.
Volunteer
Our volunteers utilize their professional skill sets for the enrichment of the community. Opportunities include lab monitor, lab trainer assistant, and tech support or office support positions.

Reading Companion
Austin Free-Net has collaborated with IBM to provide online e-books that help students improve their reading and digital literacy skills, as well as learn English as a second language. Our volunteers create e-books in groups at one of our many locations, or independently from home.

6. Describe the community issues your organization is attempting to address. Include a description of the population most at risk of experiencing the issues described. (*response required for non-profit agencies only*)

•   "High-speed Internet access and online skills are not only necessary for seeking, applying for, and getting today's jobs, but also to take advantage of the growing educational, civic, and health care advances spurred by broadband. For example, an increasing amount of activities – such as taking college classes, monitoring chronic medical conditions, renewing your driver's license, tracking your child's school assignment – are not commonly conducted online" (US Department of Commerce, 2011).

•   96% of working Americans use new communications technologies in their day-to-day life, and 62% use the Internet as an essential part of their jobs (US Department of Commerce, 2011).

•   According to the Federal Communication Commission's study in 2009, only 42% of those with disabilities, and only 46% of adults whose highest level of education is a high school degree have access to broadband internet at home ("The Economic Impact of Digital Exclusion," 2010).

•   The US Department of Commerce National Telecommunications and Information Administration reported in 2010 that only 46% of non-Hispanic blacks and 40% of Hispanics had broadband access at home ("The Economic Impact of Digital Exclusion," 2010).

•   In 2010, an estimated 14 million Americans didn't have broadband access because it was not available to them, and an additional 86 million didn't have regular broadband access because they can't afford it, don't know how to use it, or are not convinced of its impacts (2010, "The Economic Impact of Digital Exclusion").

•   The number of people who have taken an online course over the past year nearly tripled from 1.6 million in 2002 to 4.6 million in 2009 ("The Economic Impact of Digital Exclusion", 2010).

•   According to a study by the Department of Commerce, only 40% of households with an annual income below $25,000 have wired Internet access at home, while 93% of households with incomes over $100,000 do so (Crawford, 2011).

•   Only slightly over half of all African American and Hispanic households in the US have wired Internet access at home, compared to 72% of whites (Crawford, 2011).

•   In the US, over 100 million individuals from over 40 million households do not use broadband internet ("The Economic Impact of Digital Exclusion," 2010).

•   28% of Americans do not use the internet at all (US Department of Commerce, 2011).

•   96 percent of American adults who graduated from college use the internet, compared to 72% of those with high school diplomas, and 47% of those without high school diplomas (Gibbons, 2013).

•   95% of people who earn annual salaries between $50,000- $75,000 use the Internet, compared to 68% of those who earn annual salaries of $30,000 per year or less (Gibbons, 2013).

7. Describe the demographics (e.g. ethnicity, gender, age, and income levels) and geographic characteristics of the community members your organization serves. (*response required for non-profit agencies only*)

   Metro Austin underserved and underrepresented populations: low income, minority, low literacy, limited access to technology, low digital proficiency skills.

8. Describe your organization's accessibility (e.g. accessible main entrance, within blocks of a public bus stop, etc.). (*response required for non-profit agencies only*)

   We are located in east Austin with access to public transportation, within 200 yards. Both the city bus and train are within several yards of the DeWitty Center; also easily accessible by car and less than one mile from a major highway.
   Our building has wheelchair-accessible ramps and an elevator. We also provide specialized computer software equipment to provide access to the visually impaired.

9. If selected, how will your organization incorporate Google Fiber into the services it offers? (*response required for all agencies*)
   Austin Free-Net's mission is to eradicate the digital divide.
   o   Google Fiber will allow AFN the ability to offer cloud services to other small nonprofits needing assistance with cloud computing, thus creating a small revenue stream.
   o   Google Fiber will allow AFN to manage its more than 33 locations and more than 200 computers remotely instead of driving to each site for information or wasting hours while information downloads from each site.
   o   Google Fiber will provide our clients (10,000 per month), partners and stakeholders speed and efficiency like never before. As clients download information and complete multiple job applications, speed will no longer be an issue.
   o   Google Fiber will provide better support for AFN to download its files increasing efficiency for the organization.
   o   Google Fiber will help AFN support the work with Ending Community Homelessness Coalition (ECHO) as we are participants of the Homeless Management Information System (HMIS). The HMIS tracks individuals who receive homeless services across multiple sites and allows homeless service providers to view the services an individual has received by location, as well as to provide referrals to services. The HMIS will enable AFN to track the outcomes of the individuals we serve and coordinate services among partnering organizations, creating more efficient and powerful collaborations.
   o   AFN has collaborated with the Texas Health and Human Service Commission (THHSC) as certified and trained navigators of the YourTexasBenefits.com. website. AFN teaches clients how to use computers to access THHSC benefits online, such as health care, childcare, food stamps and financial assistance so that clients learn to become online self-advocates, independently seeking out and securing services available to themselves and their families.
   o   IBM has provided AFN with an unlimited quantity of licenses for IBM's "Reading Companion" literacy software. Through this program, AFN trainers and English as a Second Language instructors couple digital literacy education with traditional literacy education, maximizing the impact of outcomes for participants. Google Fiber will speed the download of
   these applications for better use.

10. The City of Austin requires an annual report explaining how selected organizations and the community they serve benefit from Google Fiber. If selected, how will your organization measure the impact Google Fiber has on those served by your organization? Describe evaluation methods, goals, and objectives. (*response required for all agencies*)

1. Goals:
Increase number of clients served at Dewitty
Increase number of clients accessing AFN Cloud services
Reduced latency for Fix-Net clients with remote management connectivity
2. Goals 1 and 2 above will be measured using our current usage count as a baseline. We consider an increase of 15% during the first year a success due to increased bandwidth allowing clients to complete their activities quicker.
3. Goal 3 above allows for faster servicing of remote clients. An increase of 20% of clients served per month in the first year is considered a success.

Please include location if applying for more than one location (include priority rank if submitting for more than one location:

Community
(responses required for all agencies)

1. Briefly describe how Google Fiber will enhance public participation in your organization's service.

   Download speeds, connection speed, and updates to the computers via remote updates. The City of Austin is home to an ever-increasing number of technology corporations; and earned the nickname "Silicon Hills" in the 1990s. Growth in technology is greatly invested by seemingly countless organizations. High-speed connectivity continues to be a crucial impact on our work and our daily lives. City leaders have a clear vision and a vested interest in continuing its reputation as leaders in technological advances for working professionals and residents alike. Recent news articles about the promise of Google Fiber continue to be trending news and hopeful excitement.

2. Briefly describe how your organization promotes digital inclusion.

   We have done extensive outreach to raise awareness of the importance of digital literacy. For the past 18 years, the mission of Austin Free-Net has been to promote digital inclusion. We serve as the City of Austin's premier provider of free access to the Internet and technology, and what makes us even more unique is that we offer the training to support it. No matter what level of understanding a person has, even if they have never used a mouse, we help them to start where they are. We see quantifiable results every day as we help people connect with family, sign up for food stamps, health benefits and housing vouchers, find available jobs, create and submit their resumes. This leads to visible results that improve their daily lives and participate as active members of the community.

3. Will bringing Google Fiber to your organization help the underserved? Please explain.

   Yes, the underserved is our targeted market as stated in the mission statement.
   Being able to update computers remotely is an efficient use of staff time to provide better service and frees them to participate in other projects. Cloud services free NPs to concentrate on our mission. Austin Free-Net receives a significant amount of funds from the City of Austin to help the homeless get online at the ARCH Austin Resource Center for the homeless. We help seniors in their housing communities. We want to build Fiber in areas where there is a quantifiably high demand for service. Starting in 2014, GED tests will exclusively be online, potentially adding yet another barrier to success. We see the need and the interest to better our community.

4. How much of your community will benefit from the Google Fiber connection?
    Austin Free-Net is open to the public, but primary focus on the underserved communities.

    The city's population as a whole is steadily increasing, and in 2012 reached 842,592 and continues to climb. The specific neighborhoods that Austin Free-Net serves are underserved, underemployed, and living in poverty. With the tools and access to training, we help adults to learn about opportunities that they may be qualified to access. They need help finding employment and applying for jobs that help them lead richer, fuller lives. The entire community can benefit from our services.

5. Briefly describe how your organization will offer a new community service as a result of the Google Fiber connection.

    Austin Free-Net is invested in continuing to serve our community in our computer labs that are staffed with trainers and volunteers so that anyone needing access to a computer and the Internet will be able to do so. Digital inclusion is a priority for Austin Free-Net just as it is to Google, and it has been proven its importance to community nonprofits and the local government and the City itself, since 1995.

Innovation
(responses required for all agencies)

1. Please describe the potential innovative applications that could be developed with a gigabit connection.

    The potential innovation application that could be developed with a gigabit connection AFN could provide:
    - ☐ Cloud-based subscription services
    - ☐ Online storage
    - ☐ Access to online versions of Word, Excel (or open-source versions of the same)
    - ☐ Online training
    - ☐ B2B and B2C financial services
    - ☐ Online access to Fix-Net (technical solutions)
    - ☐ Video conferencing
    - ☐ Website space
    - ☐ Back –up solutions
    - ☐ Portal for online technical assistance and best practice troubleshooting solutions
    - ☐ Capacity building high and fast for clients
    - ☐ Remote updates to 200 machines

2. Does your organization have or foresee high bandwidth applications?

    Our organization has high bandwidth applications, but fiber would exponentially enhance and create more efficiency with partner sites with the capability to push out updates to multiple labs around the city, and the East Texas sites make travel unrealistic due to budgetary crutches. Video conferencing and distance learning for our East Texas clients would also be possible.

3. Briefly describe how your organization is interested in advancing your technology.

A gigabit speed will allow us to provide services that are impractical for us now to do with slower speeds and narrower bandwidth. We believe AFN is becoming the technology leader for nonprofits, and our cloud-based service can be a great benefit towards resolving those challenges. In two years, AFN has : Established 20 nonprofit and government partners at 30 locations, resulting over 290,000 client logins

AFN was able to overcome barriers to success while remaining agile yet focused. We now have the intellectual horsepower and commitment to the goal. In addition, Cloud services are the natural next step in our evolution. Austin Free-Net wants to build a cloud environment that will centralize and virtualize operational resources: streamline financial transactions, and provide remote IT services.

Our cloud environment will further consolidate the non-profit community providing in-roads to a previously untapped advertising opportunity. Other nonprofits can leave their remote IT management to us so that they no longer require an in-house IT professional on their full-time payroll. If nonprofits can focus on their missions, just imagine resources saved.

4. Does your organization have the capacity and resources to advance your technologies? Please explain.

 AFN has the capacity and resources to advance our technology. In February 2013, AFN completed an Infrastructure Upgrade Phase I – Physical Networking Plan. We upgraded:
- ☐ Horizontal wiring for computer connections in all of our offices and labs at the DeWitty Center
- ☐ All wiring to be Cat6 grade, plenum-rated
- ☐ New wall jacks in all of our offices and labs at the DeWitty Center
- ☐ Single concentration point of wiring with attendant patch panel
- ☐ Coring between 1st and 2nd floors in room 207 to allow for cable pass-through
- ☐ Our building has been up graded to gigabit speed
- ☐ AFN has two (2) full time experienced technical employees on site to address current and the future demands.
- ☐ AFN has established a technical internship program with 6-15 students available to assist with technical support at multiple labs in Greater Austin.

Practical Pragmatic
(*responses required for all agencies*)

1. Will the connection help your organization financially? How?

Google Fiber will help AFN financially as it will provide AFN the opportunity to offer services to other organizations that are not possible without a gigabit of speed: such as video conferencing, distance learning for our clients in East Texas, Cloud computer hosting for both nonprofits and small business clients, as well as remote IT management for nonprofits and small businesses.

2. Will this be the organization's primary or secondary connection?

   Google Fiber will serve as AFN's primary connection. We will reduce the number of DSL lines required, which saves both costs, as well as business redundancy for client services.

3. Does your organization have (or will it have) equipment necessary to connect?
   In February 2013, AFN upgrades the DeWitty Center, Austin Free-Net's headquarters, to gigabit speed.
   ☐   Horizontal wiring for computer connections in all of our offices and labs at the DeWitty Center
   ☐   All wiring to be Cat6 grade, plenum rated
   ☐   New wall jacks in all of our offices and labs at the Dewitty Center
   ☐   Single concentration point of wiring with attendant patch panel
   ☐   Coring between 1st and 2nd floors in room 207 to allow for cable pass-through

4. Does your organization currently have access to a high bandwidth connection?
   AFN does have access to broadband connections through DSL lines.

Applicant's Statement

I certify that answers given herein are true and complete to the best of my knowledge. I understand that false or misleading information given in my application will result in disqualification. I understand and agree that I am required to abide by City of Austin ordinances, policies and rules.

I understand if selected to receive a Google Fiber connection that the organization I represent may be required to:

X submit an annual report to the TARA Office explaining how the organization has benefited from the free service.

Juanita Budd

_____	September 19, 2013
Signature	Date

Executive Director
_____
Title

Please submit this form to TARA by 4:45 p.m. on Monday, September 30, 2013.

Email: digital.inclusion@austintexas.gov   Address: City of Austin – TARA - Municipal Building
                                                                         124 W. 8th Street, Suite 210
                                                                         Austin, Texas 78701